

# Partners - Working with SNAP Customers

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## Overview

Partners may be eligible to receive reimbursement for SNAP customers participating with Maximus in the Idaho Employment and Training Services Program. To qualify for the reimbursement program, partners are required to verify SNAP eligibility, assist customers in signing their work plan, and report changes in participation to Maximus.

## Purpose

This document provides standards and instructions for partners for determining SNAP participation and completing a standard work plan for new customers, and reporting changes in customer participation to Maximus.

This document includes the following topics:

- [Standards](#)
- [Verifying SNAP Status for New Customers](#)
- [Referring a non-SNAP Customer to DHW](#)
- [Connecting an Active SNAP Customer to Maximus](#)
- [Reporting Customer Participation Changes to Maximus](#)

## Standards

DHW only makes reimbursement payments for months in which the customer is participating in a work plan with Maximus.

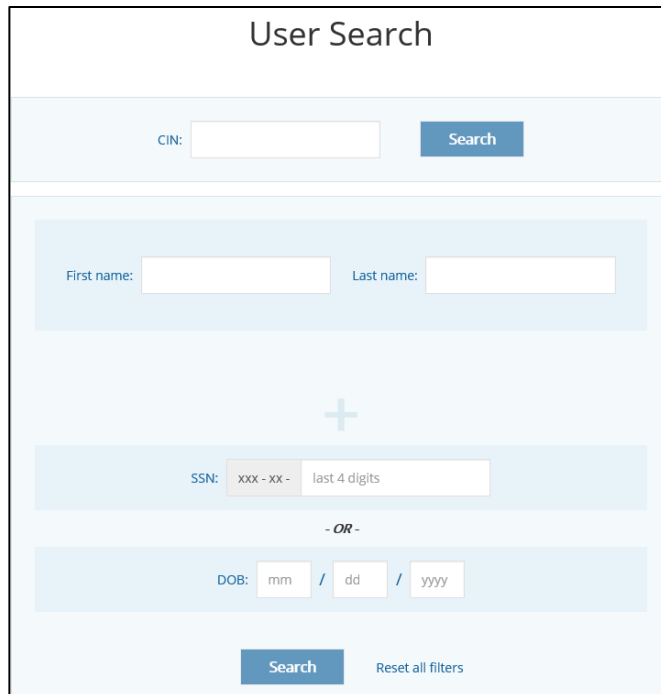
To resolve and escalate issues, work with Maximus before escalating to DHW. When an issue cannot be resolved, escalate questions or issues to DHW according to the following guidelines:

- Escalate process questions or issues to Sarah Buenrostro at [Sarah.Buenrostro@dhw.idaho.gov](mailto:Sarah.Buenrostro@dhw.idaho.gov).
- Escalate billing questions or issues to Kristin Matthews at [Kristin.Matthews@dhw.idaho.gov](mailto:Kristin.Matthews@dhw.idaho.gov).

## Verifying SNAP Status for New Customers

Determine whether a customer is currently active on SNAP by searching for the customer in PDAP according to the following steps:

1. Log into the [PDAP](#) Portal.
2. Enter the customer's information in the search criteria on the *User Search* screen.



The image shows a 'User Search' form. At the top, there's a header 'User Search'. Below it, there's a section for 'CIN:' with a text input field and a 'Search' button. A horizontal line separates this from the next section. The next section has 'First name:' and 'Last name:' labels, each followed by a text input field. Below these is a large light blue area with a '+' icon in the center. Underneath the '+' icon is a section for 'SSN:' with a dropdown menu showing 'xxx-xx-' and a text input field for 'last 4 digits'. Below the SSN section is a '- OR -' separator. The next section is for 'DOB:' with three input fields for 'mm', 'dd', and 'yyyy', separated by slashes. At the bottom, there's a 'Search' button and a 'Reset all filters' link.

The search requires either the customers **Client Identification Number (CIN)**, or their **First Name** and **Last Name** – AND – the last four numbers of their **SSN** or their full **Date of Birth (DOB)**.

3. Click SEARCH.

When PDAP displays multiple search results, determine the correct record by verifying additional customer information.

To clear the fields and start a new search, click **RESET ALL FILTERS**.

- When the customer displays in the search results, proceed to step 4.
- When the customer does not display in the search results, the customer is not active on SNAP benefits. Proceed to [Referring a non-SNAP Customer to DHW](#).

4. Click the name of the customer to view their information.

When the customer is currently active on SNAP benefits, the **SNAP Eligibility** field displays “Participating.”

- When the customer is receiving SNAP, continue to [Connecting an Active SNAP customer to Maximus](#).
- When the customer does not have SNAP benefits, proceed to [Referring a non-SNAP Customer to DHW](#).

## Referring a non-SNAP Customer to DHW

When the customer is not active on SNAP benefits, complete the following steps:

1. Complete the [Basic SNAP Eligibility Estimator](#) with the customer.
  - When the estimator indicates the customer is not potentially SNAP eligible, the customer is not eligible for reimbursement. Do not proceed to step 2.
  - When the estimator indicates that the customer is potentially SNAP eligible, proceed to step 2.
2. Direct the customer to contact DHW at 1-855-289-1427 to complete an application for SNAP over the phone and to tell DHW that they were referred by your agency.
3. Provide the [Flyer – Partner Volunteer Participants Applying for SNAP](#) to the customer.
4. Direct the customer to report back if they are approved for SNAP.

When the customer reports that they are now active on SNAP benefits or that their status needs to be rechecked, proceed to the [Verifying SNAP Status for New 50/50 Partner Customers](#) section.

## Connecting an Active SNAP Customer to Maximus

When the customer is active on SNAP benefits, refer the customer to Maximus according to the following steps:

1. Complete the [Standard Work Plan](#).
2. Review the Work Plan with the customer.
3. Complete the electronic signature on the work plan with the customer.
4. Click SAVE AND SUBMIT.

The work plan is automatically emailed to Maximus.
5. Provide the customer with a copy of the work plan and the [E&T flyer](#).
6. Inform the customer that E&T will send an email to the customer, advising the customer to check email periodically, including Junk and Spam folders.

## Reporting Customer Participation Changes to Maximus

Once a customer is participating in a work plan with the partner agency, partners must report the following participation changes to Maximus:

- Customer completes the program and moves on to a new program with the partner.

- Customer completes the program and no longer participates in any program with the partner.
- Customer stopped participating in the program.

Complete the [Change Template](#) and email it to Maximus at [IdahoE&T4partners@MAXIMUS.com](mailto:IdahoE&T4partners@MAXIMUS.com)

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